

**Section VI-B**  
**2015 Department on Aging**  
**Program Service Guidelines/Specifications**

**Service Delivery Guidelines**

Applicants for Department on Aging funding to provide **Transportation to United Community Center Senior Center** must comply with and incorporate the following guidelines in their proposed program.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the appropriate section(s) of Exhibit I, Description of Proposed Programs and Services.

Should an applicant be chosen to provide Transportation to United Community Center Senior Center, these Guidelines will be incorporated by reference in any contract between the applicant and Milwaukee County and shall serve as requirements for the provision of services under such contract.

**1) Program Activities**

- a.** Transportation to United Community Center Senior Center offers advance scheduled door-to-door transportation services for mobility impaired older adults to the day care, nutrition, and senior center programming provided by the United Community Center. Transportation to United Community Center Senior Center operates Monday through Friday and limits authorized trips to origins and destinations within Milwaukee County. Services include assisting passengers in boarding and leaving vehicles, aiding passengers in connecting seatbelts, and escorting passengers to and from the vehicle.

The applicant must include a complete written description of how it will provide transportation to the United Community Center Senior Center.

**(Section 2.0, Part 2a of Exhibit I)**

- b.** Responsibilities of the service provider include, but are not limited to, the following:
- (1) Program administration,
  - (2) Scheduling of client rides,
  - (3) Passenger safety and vehicle maintenance,
  - (4) Maintaining and verifying driver and vehicle licenses,
  - (5) Required safety training, including driver certification in passenger assistance, defensive driving and first aid,
  - (6) Maintaining required client, service and financial records, and
  - (7) All other activities or requirements stated or implied by these Program/Service Guidelines.

- c. Applicants must provide written evidence of their ability to provide transportation to United Community Center/Senior Center throughout the contract period and include descriptions of the following:

- (1) Program operations, including the reservation, scheduling, and dispatch functions.
- (2) The age and capacity of vehicles to be used in providing this service, including vehicle make and model year, vehicle identification number and license plate number.
- (3) Schedules of vehicle maintenance, which includes information on how your vehicles are serviced and the degree to which major maintenance and repair occurs "in-house" versus through an outside service.

**(Section 2.0, Part 2a of Exhibit I)**

- d. Applicants must provide copies of the latest HSV (human service vehicle) inspections performed by the Wisconsin Department of Transportation.

**(Appendix IX of Exhibit I)**

- e. Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- (1) Comprehensive general liability insurance,
- (2) Automobile liability insurance,
- (3) Worker's compensation insurance, including a waiver of subrogation
- (4) Crime insurance, including employee dishonesty protection; and
- (5) Milwaukee County listed as additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County and provides certificate(s) of insurance that includes all items listed above.

- f. Applicants must be willing to conform to all policies, specifications and guidelines relating to Programs in United Community Center/Senior Center, including Transportation to United Community Center/Senior Center, as determined by the Department on Aging and the Milwaukee County Commission on Aging.

**2) Program Outcomes:**

The 2015 outcome for this agency is that older adults have an increased opportunity for access to Senior Center activities at United Community Center Senior Center. The outcome will be measured by tracking the number of one-way rides provided to participants and by conducting 6-month client satisfaction surveys. The agency will be responsible to provide MCDA Program Coordinator monthly totals of rides broken up into types of rides for participants and show comparison to the previous year. The outcome will also be measured by the client satisfaction surveys. The agency will be responsible to distribute these surveys as well as have the responsibility to collect and report the data. The long-term outcome of these outputs is that older adults will remain active citizens and will be given the opportunity to maintain their health and ability to live independently in the community. MCDA contract staff will provide technical assistance.

**3) Billing and Reporting:**

Using forms provided by the Department on Aging, the provider must submit to the Department by the fifth working day of each month reports indicating the previous month's expenditures and the services provided under this program.

The provider should report the number of one-way rides provided each month by ride purpose. If more than one type of ride is provided, i.e., transportation to and from the Senior Center, transportation to and from the day care center, field trips, etc., the total number of one-way rides provided for each ride purpose should be reported as a separate item in the monthly service report.

**4) Prohibited Activities**

The following are prohibited activities:

- a. Activities that violate provisions of the Department on Aging purchase contract.
- b. Transportation of older adults certified as eligible for service under one or more of Family Care, Medical Assistance (Title 19) or Transit Plus.
- c. Transportation outside the boundaries of Milwaukee County.

**5) Initiation and Termination of Service**

- a. Transportation to United Community Center/Senior Center may begin once Department on Aging staff determines that an older adult is in need of the transportation services offered through the program.

- b. Transportation to United Community Center/Senior Center will end once Department on Aging staff determines an older adult is no longer eligible or when services are available through another resource.

## **6) Eligible Clients**

- a. Clients must be age 60 or older and residents of Milwaukee County.
- b. Clients must be "mobility impaired" and in need of specialized transportation services as determined by the Department on Aging. The phrase "mobility impaired" refers to a person's inability to use conventional means of public transportation for the purposes described in program/service guidelines.
- c. Priority must be given to older persons having the greatest economic and/or social need as defined by the Older Americans Act of 1965, as amended.

Under the Older Americans Act, the term "greatest economic need" refers to needs that result from monthly income at or below the federal poverty level. The term "greatest social need" refers to needs that result from non-economic factors such as (a) physical and mental disabilities, (b) language barriers and (c) cultural, geographic, or social isolation. Factors of economic or social need may restrict the ability of an individual to live independently.

- d. Applicants must clearly describe the efforts they will make to target minority and low income older adults in need of specialized transportation services and refer them to the Department on Aging to determine eligibility.

### **(Section 2.0, Part 2e of Exhibit I)**

## **7) Program Personnel, Training and Equipment**

- a. Applicants must submit a staffing plan, including written job descriptions for each position involved in providing or administering this program.

### **(Appendix I of Exhibit I)**

- b. Program staff must throughout the term of the contract meet the following training and/or certification requirements:
  - (1) All drivers must be insurable and possess good safety records.

- (2) All drivers must possess a valid Wisconsin motor vehicle driver's license, a valid Commercial Driver's License (if applicable) and a valid City of Milwaukee public passenger vehicle driver's license.
- (3) All drivers must complete passenger assistance training, including the special needs of older adults, prior to participation in any Department on Aging transportation contract.
- (4) All drivers must maintain certification in first aid training. Initial certification must occur prior to participation in any Department on Aging transportation contract.
- (5) All drivers must maintain certification in defensive driving. Initial certification must occur prior to participation in any Department on Aging transportation contract.
- (6) All drivers are urged to obtain certification in cardiopulmonary resuscitation (CPR) and maintain their certification.

**(Section 2.0, Part 3c of Exhibit I)**

- c. The service provider must maintain a detailed driver-training log. The log must include the date and duration of each training session, instructor name and topic(s) covered at each session. The log must also include information on licenses held by each driver and their certifications in passenger assistance, defensive driving, first aid and CPR.
- d. While on duty, all drivers must wear forms of identification that contain the following information: (1) the driver's name and (2) the agency name or logo.
- e. Any vehicle operating under contract with the Department on Aging must be licensed as a "human service vehicle" (HSV) as required under Chapter 340 of Wisconsin Statutes. Information regarding human service vehicle licensing is available from the Wisconsin Department of Transportation.
- f. Any vehicle operating under contract with the Department on Aging must meet the requirements of the Wisconsin Administrative Code included in Chapter Trans 301 (Human Service Vehicles), including an annual HSV inspection conducted by the Wisconsin Department of Transportation.
- g. Any vehicle operating under contract with the Department on Aging must have standard safety equipment and include: (1) seat belts for each passenger and (2) special steps or ramps to aid passengers in boarding and leaving the vehicle. Each step or ramp must be of a design that is reasonable for persons of limited mobility to negotiate.

- h. Any vehicle operating under contract with the Department on Aging must obtain a City of Milwaukee public passenger vehicle permit as required under Chapter 100 of the Milwaukee Code of Ordinances. Official application for public passenger vehicle permits must be filed with the City Clerk, be reviewed by the Utilities and Licensing Committee and approved by the Milwaukee Common Council. Vehicles operated for the transportation of elderly and handicapped persons, and licensed as human service vehicles under Chapter 340 of Wisconsin Statutes, may be exempt from the public passenger vehicle permit requirement. Contact the Office of the City Clerk for further information.
- i. Any transportation company operating with Department on Aging funds must display a corporate name and/or logo on the exterior of the vehicle.

## **8) Program Organization**

- a. Applicants must show the agency's organizational structure and how it will relate to the administration of this program.
- b. Applicants must identify the individual(s) within the contract agency who will be:
  - (1) Solely responsible for the program.
  - (2) Authorized to sign for the program.
  - (3) Authorized to receive checks for the program.
  - (4) Responsible for fiscal and budgetary matters.
  - (5) Responsible for data collection, analysis and completion of reporting forms.
  - (6) Responsible for internal monitoring of the program.
  - (7) Responsible for responding to client concerns regarding service quality.

### **(Appendix X of Exhibit I)**

- c. Applicants must clearly describe an emergency plan for maintaining the provision of services to older adults. Include provisions for staff absenteeism, vehicle breakdowns and severe weather.

## **9) Communication and Maintenance**

- a. Applicants must be able to communicate with vehicles by two-way radio to assure prompt and efficient service.

- b. Applicants must maintain vehicles used to transport older adults according to manufacturers' specifications. Maintenance should take place on a scheduled basis, with detailed records kept to document the work done on each vehicle.

## **10) Contributions**

- a. Applicants must provide written evidence of the ability to solicit, collect and record voluntary client contributions. The evidence must include a clear description of the handling and reconciliation of cash contributions. Procedures must be in accord with Department on Aging policies.
- b. Contributions must be voluntary, confidential and related to the cost of the services provided. Solicitation of voluntary contributions must always respect the dignity and confidentiality of older adults. Contributions are voluntary and under absolutely no circumstances will availability of service depend on the client making a contribution. If the applicant agency plans to solicit contributions, include an example of such appeal letter as **Appendix VII**.
- c. Clients deposit contributions directly into a locked box. The locked box must be clearly labeled and securely mounted inside the vehicle. Under no circumstances should a driver handle client contributions.
- d. All client contributions, including those mailed to the agency, must be clearly recorded and deposited in a bank account no less than weekly and more often whenever possible. The service provider must acknowledge all contributions mailed to the agency.
- e. Client contributions will be used to provide additional services.
- f. Under absolutely no circumstances may drivers solicit or accept gratuities.

## **11) Outcomes**

The applicant agency agrees to collaborate with the Department in identifying outcomes, determining outcome measures, and collecting outcome data.

## **12) Service Reimbursement**

Service provided under the Transportation to United Community Center Senior Center and ancillary to Programs in United Community Center Senior Center will be reimbursed on the basis of component costs as identified in the program budget and reported each month.